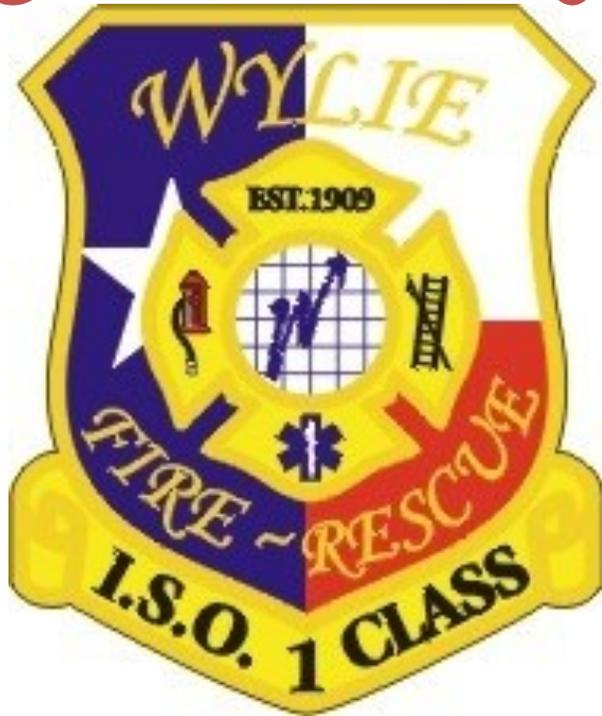


# What You Need To Know About





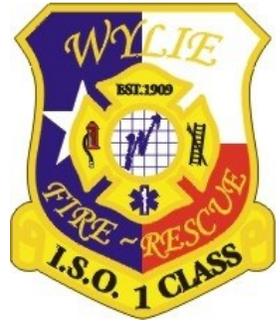
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# Mission Statement

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To dedicate ourselves to providing a progressive department of professionally trained and equipped personnel in order to protect the lives, property, and environment of our community.



## Our Vision

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**We, the members of Wylie Fire Rescue:**

**Place safety as our first priority;**

**Take pride in meeting and exceeding the expectations of our community;**

**Encourage innovation and apply technologies that enhance the quality of our fire and life safety services;**

**Encourage and expect open, honest communication, mutual trust, and respect for each other;**

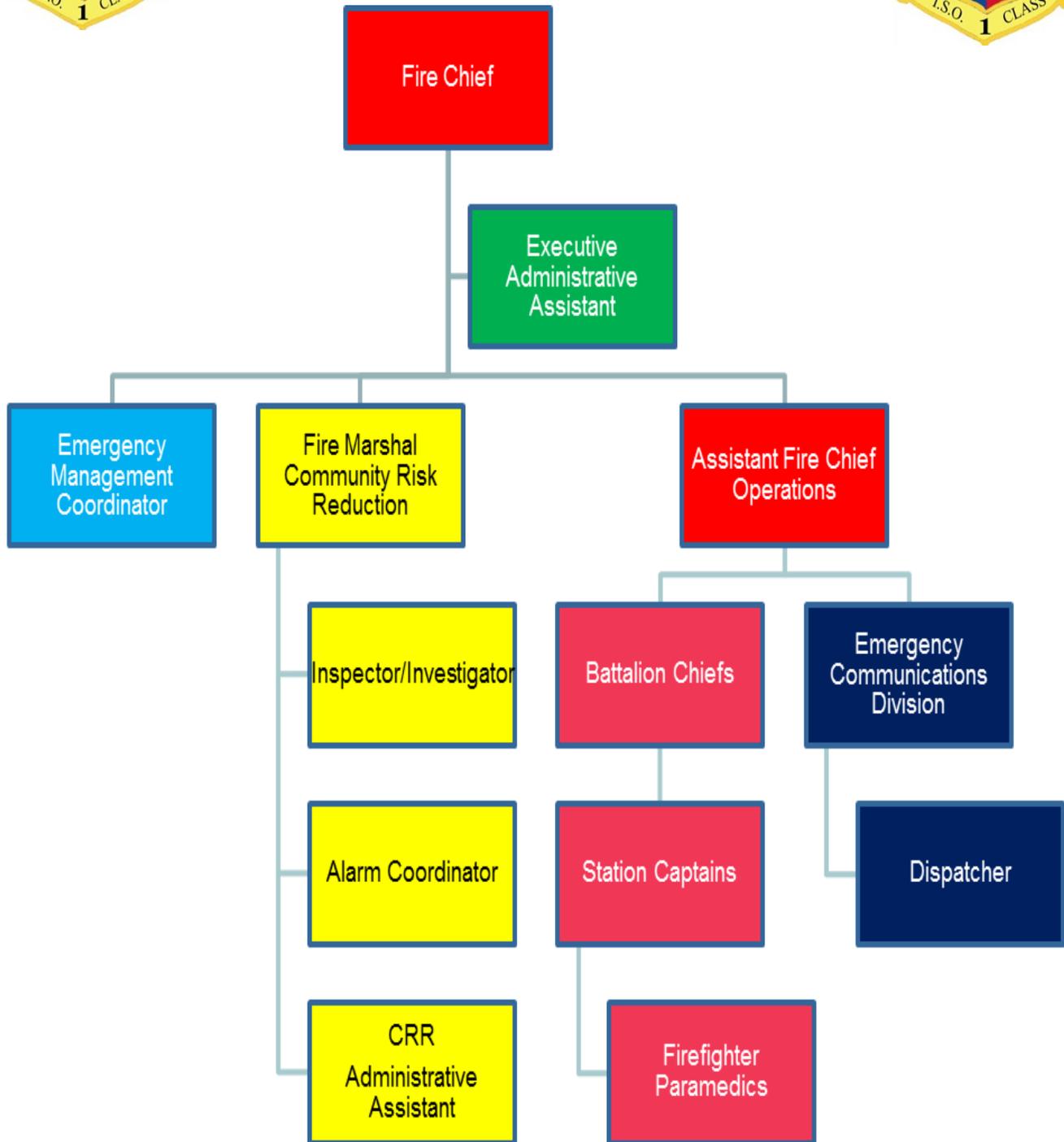
**Recognize and value the benefit in the diversity of every individual's background and experience;**

**Commit to the professional development of individual members as an investment in the future of our organization;**

**Depend upon teamwork, with all individuals and divisions working together to ensure our success.**

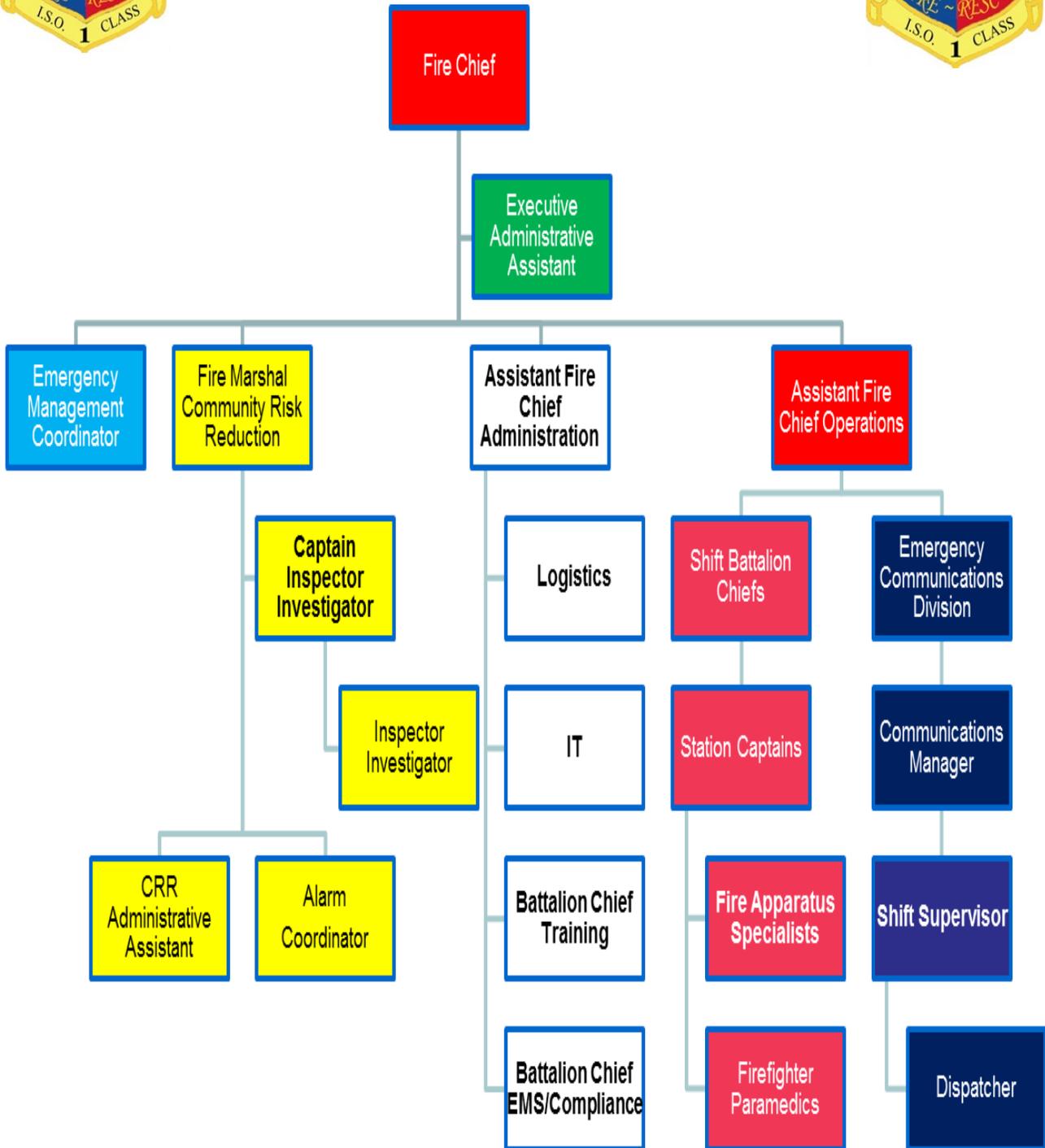


# Wylie Fire-Rescue Organizational Chart 2015





## Wylie Fire-Rescue Organizational Chart at Build Out



# Training



## Skills for Today

Wylie Fire Rescue (WFR) places top emphasis on safety and training. There are six different regulating agencies that require a minimum amount of continuing education hours each year for what WFR does:

- Texas Commission on Fire Protection (TCFP)
- Insurance Services Organization (ISO)
- National Registry of Emergency Medical Technicians
- Texas Department of State Health Services
- East Texas Medical Center/ Medical Control
- FEMA/NIMS (Incident Management)

Technical Rescue training for our specialized teams is not required and is above and beyond these mandates.



WFR personnel will log almost 14,000 staff hours per year in training, often exceeding the minimum requirements.

WFR currently has a training field behind WFR Station 2:

- Two-room burn building with attached burn chamber
- Four story training tower
- Confined space / trench rescue simulator
- Positive pressure fire attack building



The training field allows us to conduct training for our department, but is not large enough to conduct multi-agency drills.

We currently partner with the cities of Garland, Murphy, Sachse, and Rowlett to utilize Garland's training field on a quarterly basis to conduct multi-agency drills. Each quarter a different city hosts the training, pays the fee, and allows the departments to drill together to develop standard operating practices.

## Leaders for Tomorrow

WFR also places a high importance on personal growth and development as well as higher education. To validate this commitment, an individual is required to have at least 60 college hours to promote to a captain and have a bachelor's degree to promote to a battalion chief or higher. We also encourage all personnel to attend the National Fire Academy for formal education developed specifically for the fire service.

## The Future

The 2010-2014 Strategic Plan identified the need for an expenditure of \$2.5mm to fully develop the training center behind Station Two. The current plan is to augment the training by contracting with other agencies, like Garland, for special instructors and facility use, which will increase the training and overtime funds required by around \$100,000 annually. Eventually, a \$250,000 annual payment for a 20-year bond payment will be needed.





## WYLIE FIRE RESCUE INCIDENT SAFETY OFFICER



Wylie Fire Rescue has a strong commitment to the safety of our personnel. We strive to keep preventable injuries low and line of duty deaths non-existent. To emphasize this commitment and following National standards, all five chief officers have been certified as incident safety officers. On all working incidents, the incident safety officer is staffed by the on-call chief while the on-duty chief maintains command of the incident.

Firefighter injury and deaths have been on the rise over the last decade. The U.S. Fire Administration set out to reduce the line of duty deaths by 25 percent in five years and 50 percent in ten years. One important component to reduce line of duty deaths and injuries is the institution of an incident safety officer. The incident safety officer is responsible for the overall safety of all responders on the incident scene.

The safety officer position is vital on all incidents no matter the size. The safety officer is responsible for several key roles on the scene. First and most important is ensuring that all personnel working on the scene have proper protective clothing and equipment in place. Second, knows the location of all personnel working on the incident scene. The third responsibility is maintaining situational awareness of any changing conditions and relaying the information back to the incident commander and personnel working on the scene. Finally, insuring personnel working in the hot zone have escape routes and the availability of tools and personnel to assist in the event of a rescue.

Wylie Fire Rescue continues to certify other members as incident safety officer as needed to maintain the safety of our personnel.



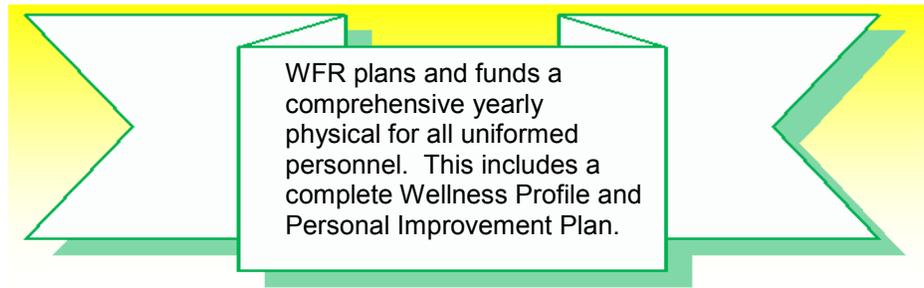
[www.EveryoneGoesHome.com](http://www.EveryoneGoesHome.com)

# EVERYONE GOES HOME®

FIREFIGHTER LIFE SAFETY INITIATIVES

# WYLIE FIRE RESCUE HEALTH & WELLNESS

The purpose of the WFR Health and Wellness program is to provide background and history of wellness in the fire service, and to describe the current wellness efforts of Wylie Fire Rescue.



Health and Wellness programs in the fire service are intended to strengthen uniformed personnel so their mental, physical and emotional capabilities are resilient enough to withstand the stresses and strains of life and the workplace.

## WFR HEALTH & WELLNESS INITIATIVES

Health maintenance, including physical and mental fitness (exercise and stress management), and wellness (annual physicals and fit for duty monitoring).

Proper workout form and eating habits.

Provide weekly tips on the departments top five controllable risk factors.

Yearly agility test to check performance standards .

By the mid 1980's, fire service leaders began seeing trends in firefighter death and injury data that were alarming. Over 100 firefighters were dying each year, with nearly 50% of the deaths attributed to cardio-vascular problems (heart attacks and strokes.) Today doctors acknowledge that the underlying cause of cardio-vascular illness can usually be addressed prior to a life-changing "attack", and that firefighters were indeed more susceptible to heart attack than the average worker in other industries, due to the extraordinary stressors inherent to the job.

*Health: General condition of persons mind and body to be free from injury and illness.*

*Wellness: The quality or state of being healthy in body and mind, especially as the result of deliberate effort. An approach to healthcare that emphasizes preventing illness and prolonging life as opposed to emphasizing treating disease.*

## WFR's Plan

WFR has modeled the development and implementation of its own health and safety plan on the National Fire Protection Associations chapter 1500 "Standard on Fire Department Occupational Safety and Health Programs." An officer working with the fire chief manages the departmental initiatives listed on the left.



## WYLIE FIRE RESCUE RESPONSE STAFFING PLAN

WFR’s core value has listed “safety” as our number one priority. In the fire service, staffing plans are built on a simple premise: no one is allowed to enter an environment that is immediately dangerous to life and/or health (IDLH) alone; and when two or more firefighters do enter an IDLH environment, there will be two firefighters outside that environment monitoring the progress, communications, well-being, and needs of those personnel, and are ready to rescue them if needed. OSHA established the “2-in 2-out rule” that specifically addresses the IDLH definition and the need for at least four firefighters to be ready to enter in 2-person teams. The Texas Commission on Fire Protection adopted that OSHA rule by establishing its own statute (TCFP rule 435.17). The National Fire Protection Association Standard 1710 defines the proper deployment of career firefighting resources and defines the minimum number of firefighters per apparatus as four persons per company (a company is a team of firefighters assigned to one apparatus, or for a single purpose).



Our current deployment is from three fire stations, on three 24-hour shifts. WFR staffs a Quint Company at each station, and one shift supervisor (battalion chief) per shift, for a total of 13 assigned per shift, or 39 persons for the operations division of the department. The ambulances that back-up our primary EMS provider are staffed with off-duty, on-call personnel and are not considered a part of “daily staffing.”

**No shift personnel take leave on a holiday or the shift before or after the holiday.**

WFR’s plan is to have four firefighters arrive on the first-due fire apparatus on all calls for service. Those four persons are called a “Quint Company” consisting of a captain that provides company leadership and supervision, a firefighter qualified to drive and operate the Quint, and two firefighters. At least two members of the company will also be certified as emergency medical technician/paramedics since nearly 70% of our responses are for EMS. WFR responds to hundreds of varying emergency and non-emergency calls for service. It is impossible to know if the next call for service will require one firefighter to service a smoke detector at a residence, a full fire attack in an IDLH environment, or the resuscitation of a heart attack victim. By assigning four cross-trained personnel on each Paramedic Quint, we insure we will be able to handle any emergency that presents itself, at any given time.

- Our daily deployment as of April 2012:
- ⇒ Fire Station 1: Quint 141 with a captain and three firefighter paramedics, each shift.
  - ⇒ Fire Station 2: Quint 142 with a captain and three firefighter paramedics, each shift (One contracted transport ambulance is also deployed from this station.)
  - ⇒ Fire Station 3: Quint 143 with a captain and three firefighter paramedics each shift. One battalion chief each shift.
  - ⇒ On call 24/7: Personnel to back fill ambulances; command staff, investigators, emergency management.

## How would I get hired at WFR?

The Wylie Fire Rescue Recruitment Officer is an operations captain that reports directly to a battalion chief and is responsible for the job functions for the entire hiring process while working in conjunction with human resources. The entire process takes around five to six months to complete. We take pride in our hiring process, because we want to hire the very best person for the position. Wylie Fire Rescue wants to hire people that will best fit into our organization. We want our employees to be happy here, buy into the “Wylie Way”, and stay here their entire career.

### **Recruitment and Selection**

Emails, flyers, and employment opportunities are sent out to newspapers, local schools, websites and our city website.

### **Application Process**

The application packet is reviewed for minimum qualifications, certifications are verified, and required attachments are verified.

The minimum qualifications are verified and only applicants meeting all minimum requirements are sent an invitation to test.

Requirements are: minimum Texas Commission on Fire Protection Basic Certification, and an EMT, Paramedic Certification with Texas Department of Health preferred.

At least thirty-ninety days are allowed for the advertisement and application period.

### **Written Test**

The written test is a validated basic knowledge test that is purchased from an outside company and includes reading comprehension, basic math, personal assessment, mechanical aptitude, spatial sense, map reading, vocabulary, interpreting tables and reading gauges.

### **Physical Agility**

The physical ability test is a validated basic firefighter agility test. There are ten events to complete and the applicant is required to wear a bunker coat, helmet, gloves and a SCBA during all events. Each candidate has to run the course within seven minutes 58 seconds to pass a time set by measuring existing WFR personnel.



### **Personal History Statements**

Applicants are required to complete a personal history statement (background packet).

### **Interview**

Interviews are scheduled and conducted immediately prior to filling vacancies based on the applicant's eligibility ranking. Not all applicants will be interviewed.

Interviews are conducted by two separate panels, one consisting of five firefighters and the other is made up of five officers. A final interview is held with the fire chief.

### **Background Investigation**

A thorough and complete background investigation is conducted on each applicant that is in the final stages of the employment process.

### **Psychological Testing**

Applicants that successfully complete the background investigation will receive a psychological test.

### **Physical Examination**

Applicants must pass a physical examination and a drug screening prior to employment.

# Wylie Fire Rescue Hiring & Promotional Activities

- I. Part-time Firefighter Program
  - A. Roster
  - B. Certifications
  - C. Sponsors – Training
  - D. Scheduling
- II. Entry Employment Testing
  - A. Entry level Firefighter
    - 1. Identify Positions ,Posting of Job, Calendar of Hiring
    - 2. Written Entry Exam – Step 1
    - 3. Acquisition of Testing materials
    - 4. Facilities
    - 5. Verify certifications of entry level firefighter
    - 6. Invitation to exam
  - B. Physical Ability
    - 1. Test Proctor training
    - 2. Coordination
    - 3. Scheduling
    - 4. Schedule
    - 5. Invitation to exam
    - 6. Acceptance to exam – Physical (MD Signature)
    - 7. Waiver of liability – City of Wylie
  - C. Interview Process
    - 1. Interview materials
    - 2. Facilities
    - 3. History Statement
    - 4. Invitation to interview
    - 5. Schedule to interview
    - 6. Interview grading process
    - 7. Interview panel training
- III. Recruiting
  - A. Diversity, Evaluation of diversification, Community Makeup, Demographics of applicants
  - B. Academy Interface, Contact information, Site visits, familiarization etc.
  - C. Incentive Programs - Opportunities to hire, High School Program, Camp Hero, Internship Programs, Valedictorian Programs, Other
- V. Promotional Process
  - A. Identify positions, Post Job, Calendar of hiring, accept resumes
  - B. Written Entry Exam – Step 1
    - 1. Acquisition of Testing materials
    - 2. Facilities
    - 3. Verify certifications of entry level firefighter
    - 4. Invitation to exam
  - C. Assessment Center Class
    - 1. Coordination with Consultant
    - 2. Scheduling
    - 3. Acquire all materials
  - D. Interviews
    - 1. Coordination of all interviews
    - 2. Acquire and prepare all paperwork





## RESERVE DIVISIONS

In order to assist Wylie Fire Rescue in meeting both emergency and non-emergency needs of the community, a reserve group has been formed. The reserve group consists of several reserve divisions. These divisions are made up of individuals who are willing to volunteer their time and services to Wylie Fire Rescue. The current reserve divisions consist of:

### **Photo Documentation**

The photo documentation division exists to provide photographs of active incidents and special events that WFR participates in. This assists WFR with documentation, training, industry-wide publications and media opportunities.



### **Rehabilitation**

The rehabilitation division exists to support public safety personnel as they exert themselves physically during incidents. Working with the medical evaluation team, set up by incident command, they provide cooling or heating, shelter, hydration, energy foods, and a rest area in a safe environment.

### **Citizen's Fire Academy**

To support the fire department of the City of Wylie through community service and volunteerism, information, education and networking.



### **SkyWarn**

The SkyWarn division provides trained weather spotters to give early warning to Wylie regarding threatening weather conditions. They may also be used for alternate means of communications in case of large-scale failure of the public safety radio system, and in support of large-scale incidents or public gatherings.



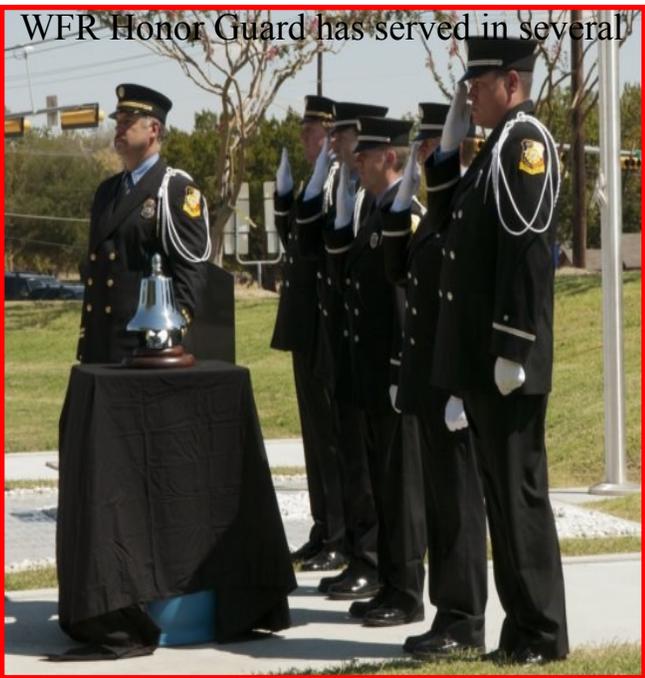
# HONOR GUARD

In 2009, a group of five firefighters started organizing a Color Guard for Wylie Fire Rescue. Their original focus was to show pride for the department and display a traditional fire service ceremony at the WFR 100 Year Anniversary banquet. All of their many hours of practice has been done on their own time.

The training and practice has continued and the original color has developed into an honor guard. This transformation was brought on by several of the members attending the Honor Guard Academy. Since the 100 Year Anniversary Banquet, Wylie Fire Rescue Honor Guard has performed in many City and community functions and events. Some of these include: the Memorial Day ceremonies, the 9-11 Day ceremonies and the annual Christmas Parade, just to name a few.

With the tragic events in recent years of firefighters within our own state falling victims of Line of Duty Deaths, the need has arisen for WFR Honor Guard to step and serve to honor our fallen heroes.

funeral services and memorials to honor the fallen firefighters throughout the state. WFR Honor Guard has been asked to serve on the Texas Line of Duty Death Task Force. This honor is extended to only elite teams that have shown the dedication, selflessness, and teamwork to truly honor our fallen heroes.



**One of our Honor Guards members attends the NFFF weekend every year, courtesy of FOWFR.**

# Emergency Medical Services

Wylie Fire-Rescue EMS responds to a wide range of emergency calls including:



Emergency Medical Calls



Major Vehicle Collisions



Medical Alarms

## Overview of EMS System

- ◆ WFR partners with the Southeast Collin County EMS Coalition.
- ◆ The coalition consists of Wylie, Parker, Lucas, St. Paul, and unincorporated areas of Collin County.
- ◆ As a coalition, members contract with East Texas Medical Center for ambulance service.
- ◆ ETMC provides two ambulances for the entire coalition. One ambulance operates 24 hours a day, seven days a week, 365 days per year. The second ambulance operates 12 hours a day, seven days a week, 365 days per year.
- ◆ WFR provides two back-up ambulances with WFR employees staffing which provides service during high call loads. ETMC pays COW a stipend for each call that WFR makes.
- ◆ To more closely associate ETMC with WFR and the community. ETMC personnel are provided WFR uniforms. And their medic unit is WFR painted and decaled.
- ◆ Cross-trained firefighter/paramedics arrive first in their districts and provide advanced life support.
- ◆ Call volume has increased to over 2500 EMS calls for service annually.
- ◆ WFR makes roughly one-third of EMS calls on the back-up ambulances.

## Why Does a Quint Respond with an Ambulance?

A Quint is a single fire apparatus that serves as both a fire engine and a ladder truck for firefighting, and is equipped for any other emergency, too. Fire Rescue sends a Quint to every medical call for several reasons. Some of the most important reasons include:

- Adequate manpower during medical emergencies
- The fastest possible response for medical care to patients
- Quality assurance of third party EMS care
- The ability to go above and beyond even after the emergency is handled

Most of the time, the amount of medically certified professionals needed at a medical emergency is greater than the two that arrive on an ambulance. On calls such as cardiac arrests, respiratory emergencies, and allergic reactions, several certified paramedics are needed. Every Wylie firefighter that responds on the Quint is also a certified paramedic. This provides the patient with the best chance of a positive outcome. Can you imagine only two paramedics transferring a cot with a patient down a hallway, out of the house down steps to the ambulance, carrying kits, oxygen LifePak, I.V. solutions, etc.?

Many people express concern about wear and tear on the apparatus and fuel costs. “Why

not use a smaller vehicle?” The truth is, the most expensive factor is the personnel, and to put them out in a smaller vehicle means they are not ready for the next call with their tools, equipment, and protective gear. The Quint is designed for ten years in front line and another ten years in reserve, so it will last. The cost of a new Quint is less than the cost of the personnel staffing it each and every year for the Quint’s entire life! It would not be good stewardship on WFR’s part to have you call 9-1-1 because you are pinned in a wreck, your house is on fire, or whatever your emergency was, and we had to tell you, “We will be there as soon as we return to the fire station and get the Quint!”. Saving money on smaller response vehicle only works when you have extra people to staff the smaller vehicle.

Wylie Fire Rescue works with East Texas Medical Center as part of an EMS contract. This contract supplies Wylie with an ETMC ambulance which is housed at fire station two and is first due on all medical calls within the coalition. A WFR Quint responding on all calls with the East Texas ambulance affords WFR the ability to monitor all patient care and maintain that responsibility. A crew of Wylie paramedics is able to ensure that each and every patient receives the level of care and respect that they deserve by direct supervision and observation.

Finally, Wylie Fire Rescue prides



itself on being able to go above and beyond on all calls. Oftentimes, there is still work that can be completed after a medical emergency that will help the patient and their family.

The Quint that responds to a medical emergency routinely checks the patient/family’s smoke detectors to make sure that they are in working order. It is not unusual for a Quint company to complete a task that the patient was working on such as yard work or repairing a fence. Other opportunities that the Quint crews look for include making sure that homes are secured, taking care of pets and assisting with the guidance and direction of family members. Because the crew remains ready for that next call they receive over their radios, they will be ready to respond with their equipment and apparatus from wherever they may be or from whatever “above and beyond” service they are providing.

**To find out more about the race against time for EMS patients, see the page on EMS and Brain Death.**

## COMMUNITY RISK REDUCTION

### Public Education

Wylie Fire Rescue's Public Education Program has been in existence since the 1980's. The primary objective of the program is to actively participate in prevention and education programs in order to provide a safer and healthier community through its unselfish dedication to the preservation of life, property and the environment. The program comes under WFR's Community Risk Reduction Division and coordinated between the fire marshal and operation's captain.

### Public Education the Schools

Wylie Fire-Rescue participates in educational programs that are geared for specific groups and age ranges. The public education program works with elementary schools grades kindergarten through the fourth grade, each year. Each year the classes teach a specific curriculum, which includes Stop, Drop and Roll, Escape Plans for the Home, and Get Out and Stay Out, and many more.



### Public Education & the Community

Along with teaching school age children life and fire safety, WFR also offers classes in first aid, fire extinguisher training, and CPR. The WFR Prevention/Community Risk Reduction (WFP/CRR) Division provides local business fire extinguisher training by request. Businesses may request this training to better prepare for the unlikely event of fire at their facility. Some businesses also receive credit toward safety and wellness training, adding to the company's overall safety program in manufacturing worldwide safety certifications. In 2011, WFP/CRR trained staff at Wylie East High School Food Services Division, SAF Holland Manufacturing Facility, and Founder Plaza Nursing Home. In all, 352 people were trained on fire extinguisher use at Wylie businesses, in 2011.

Other important training included Storm Ready/Severe Weather preparation at Wylie Rotary Club, East Fork Masonic Lodge, WISD Leadership Annual Meeting, and the National Night Out. In all, last year, the division trained 1,190 people on the importance of severe weather preparation.

## INVESTIGATION AND CODE ENFORCEMENT FIRE CAUSE DETERMINATION

Wylie Fire Rescue Prevention/Community Risk Reduction (WFP/CRR) Division (Fire Marshal's Office) currently is staffed by a fire marshal, a cause and origin investigator/inspector, and one part-time cause and origin investigator/inspector, who are commissioned Texas Peace Officers and certified fire investigators with the Texas Commission on Fire Protection.

Utilizing Wylie Fire Rescue Fire Officers and Investigators, all fires are investigated for cause and origin. Per International Fire Code (IFC) 2006 section 104.10 Fire Investigations; the fire code official, the fire department or other responsible authority shall have the authority to investigate the cause, origin and circumstances of any fire, explosion or other hazardous condition.



In addition, assistance from other agencies (police and other enforcement agencies) can be utilized when needed and/or requested. In addition, a cooperative agreement with the Collin County Fire Marshal's Office, now provides a total of five certified fire and arson investigators, rotating through an after hours, mutual aid, on-call schedule to provide fire and arson investigative coverage for the City of Wylie, Collin County and sister cities. What began as an experiment, in reality, has increased the quality of after hours on-call fire and arson investigations. The benefits of this cooperative effort greatly enhance the effectiveness when large scale fires occur, requiring multiple investigators to investigate, determine the origin/cause, and if necessary file criminal charges.



The cause is determined on every fire WFR responds to, and then entered into a National Fire Incident reporting system that detects local, state and national trends.



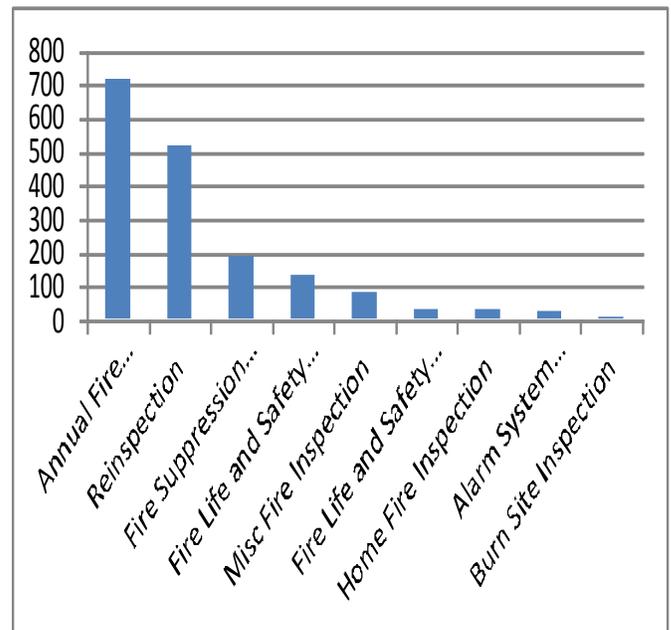
# COMMERCIAL INSPECTIONS

## Annual Commercial Inspections

In Wylie, an estimated 830 businesses are inspected throughout the calendar year. Businesses receive a pre-notification inspection checklist and notification of the upcoming inspection via US mail. Businesses have an opportunity to request a specific date for the inspection, and may conduct a self-inspection from the information provided to them, prior to the actual inspection visit.

Violations imminently dangerous in nature are abated immediately. Common violations are noted and business owners are given notice and a reasonable amount of time to correct the violations observed and documented. In 2011, WFR/CRR answered 1,800 service calls and 1,541 inspections were performed.

In the United States between 2005-2009, 70% of all fires were residential, with 30% representing commercial fires. Fire loss is a valid measurement of the effectiveness of a commercial fire inspection program. In 2011, there were 22 fires in the Wylie fire district with one fire occurring in a commercial facility worth approximately \$1,000,000.00. This facility did have a fire alarm system, which was required by fire code, and the fire caused approximately \$4,000.00 in damage. This facility had been inspected three months prior to the fire. The inspection included verifying the alarm was in proper working order and inspected by a licensed



alarm service company. The fire response included 15 Wylie fire personnel, two WPD personnel, three Quints, one ambulance, two WPD Squads and a Sachse Fire apparatus with four personnel. Responders were able to clear and return to service in less than one hour. The actual numbers represent how an effective commercial inspections program can be measured.

Most recently a fire occurred in 2012 at the Extruders facility. This generated a response that included 29 Wylie personnel and eight personnel from neighboring communities. Subsequently, 18 different apparatus were needed for this response and all units cleared within three hours. The business had been inspected 16 days prior, and the building with contents is valued at \$21,000,000.00. Fire sprinklers and alarm systems did properly function and in combination with the response, the total damage caused by the fire was estimated at \$15,000.00. Losses of tax revenue and jobs without the commercial inspection program would negatively affect the community.

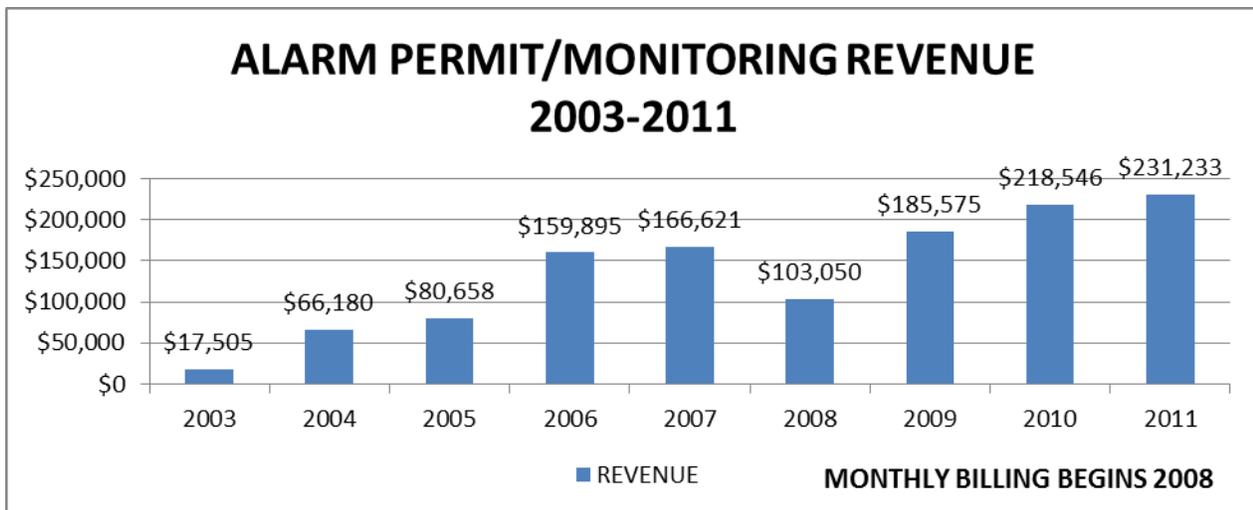


## ALARM PERMITTING AND DIRECT ALARM MONITORING

WFR Prevention/Community Risk Reduction (WFP/CRR) Division is responsible for alarm permitting for the City of Wylie. Currently, staffing consists of the fire marshal and an alarm permit coordinator. Fire prevention / community risk reduction staff is also cross trained for continuity of operations during vacation, absences, etc.

Per City of Wylie ordinance, residential and business alarms are required to obtain a permit from the City of Wylie. Permits must be on file; regardless of the monitoring agency. Permit fees are currently \$4.16 monthly for burglary or fire and \$8.33 monthly for both and fees are now collected on the City of Wylie utility bill monthly. The

dip in revenue collection for the fiscal year 2008 was due to the change from annual billing, to monthly utility billing collection. The added efficiency of monthly billing has freed up the staff to audit records and resulted in higher average fiscal year revenue collections. Customer alarm permits count as of Spring 2012 is 3,120.



### Direct Monitoring

Direct Alarm Monitoring is when your home burglary and fire security system is set up to notify the City of Wylie's 9-1-1 system rather than going through a third party monitoring company. By using Direct Alarm Monitoring, your system automatically notifies the City of Wylie's 9-1-1 center. The 9-1-1 center dispatches units to your home immediately and then a dispatcher tries to make contact with the home owner. By cutting out the middle man,

you've saved valuable time that could save lives and property. Direct alarm customer count: 1,075

Currently, there are no user charges for the Direct Monitoring program. However, in the future, this could be a potential enterprise revenue source. These revenues could be used to help maintain resources and equipment needed to continue to provide this essential public service for the citizens and businesses of Wylie.





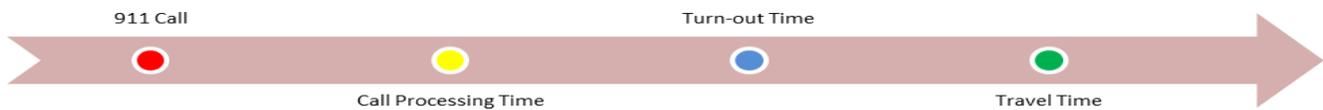
# COMMUNICATIONS / CAD 9-1-1

## Public Safety Communications

Wylie Fire Rescue manages the communications for the entire city. This includes the oversight of the Public Safety Communications Center located at the Public Safety Building, 2000 North Hwy 78. The day-to-day operations of the communications center are managed by a communications supervisor that reports to a battalion chief from the fire department. Daily, the communications center is staffed with a minimum of two dispatchers. Staffing allows for a third dispatcher to be on duty during peak times on one end of the week. During known peak times or approaching inclement weather additional dispatchers may be called in to assist with the additional call load.

## Fire Station Alerting

In 2010, all public safety communications migrated from a trunked UHF radio system to the current 800 MHz digital radio system. As part of that project the system that alerts fire stations was also upgraded. This was done for two major reasons. First, the previous equipment was reaching end of life as it was left over equipment that had been modified from when Wylie was a volunteer department. Second, was technology advances have created systems that are not only better for the employees health, but also can alert stations much faster than the previous system saving precious response time at a fraction of the cost of a fire station. Response time is made up of several components, the below illustration shows those components. The call processing time is the area that is most improved by the new system.



We now have one complete year of data. The results are better than we projected when researching the system. The below illustration is a response time evaluation for a 12 month period since the new system has been in place.

DIFFERENCE BETWEEN TWO YEARS						RESULTS "All times reflect a reduction"
Queued Dispatch	Dispatch Enroute	Queued Arrived	Disp Arrived	Enroute Arrived	Cleared Disp	
Call Processing Average Time	Turnout	Dispatch and Response Process	Response	Drive Time	Total Time	
0:01:05	0:00:07	<b>0:01:31</b>	0:00:26	0:00:19	03:12.8	
 NET REDUCTION						

## Non – Public Safety Radio Systems

Wylie Fire Rescue also maintains the UHF radios system previously used by public safety. This system is now used by all non-public safety city departments which include public works, parks, and the recreation center. WFR also maintains a VHF radio system that is used to activate the cities outdoor warning system. These seven warning sirens are spread throughout the city and can be activated remotely from the communications center to warn of impending bad weather.

## PUBLIC SAFETY COMMUNICATIONS



The Wylie PSC is currently comprised of ten dispatchers and one supervisor who provide dispatching service for Wylie Fire/EMS, Police, Animal Control, after hour public works, Branch FD, as well as, Fairview FD. They are responsible for answering 13 incoming non-emergency/emergency lines to include 9-1-1. Last year, personnel answered approximately 14,316 9-1-1 calls, and 89,207 non-emergency telephone calls while dispatching approximately 36,560 calls for service.

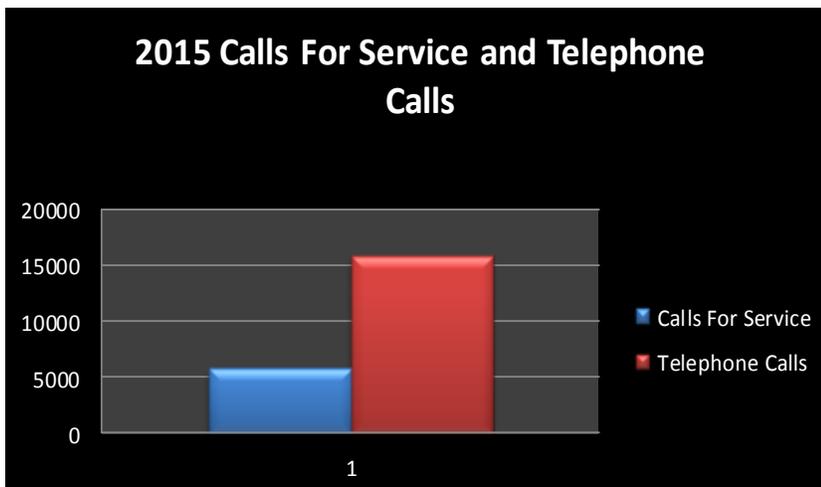


**2014**

- Employees worked approximately 20,292.25 hours while only utilizing 1,512.25 of accrued leave.
- Communications personnel processed approximately 13,272 alarms within the Dispatch Center.
  - 9,328 were priority 1-4 (Burglary, Fire, Medical and Panic)
  - 3,944 were priority 5 and greater (Timer tests, battery issues, etc.)
  - A total of 23,273.05 hours were logged in Manitou
- Facilitated with the entry of approximately 1,287 misdemeanor warrants issued from the Wylie Municipal Court.
- Collected approximately \$397,595.88 in 9-1-1 fees
  - Wireless Fees = \$203,175.35
  - Landline Fees = \$194,420.53



The chart below shows the trend of phone calls and calls for service for the current year.





# CITY OF WYLIE EMERGENCY MANAGEMENT

*The responsibility for emergency management coordination for the entire City of Wylie lies within Wylie Fire Rescue.*

***Every employee of Wylie has a job to do in emergency management!***

Protecting the citizens in our community from all hazards is the top priority of the Wylie Emergency Management Team. By incorporating the four phases of emergency management through mitigation, preparedness, response and recovery, we strive to protect citizens from any hazard that could occur, natural or man-made, ranging from a tornado to a terrorist threat. We have adopted the National Incident Management System (NIMS) which is an organized management framework in which any responding agency can step in and assist no matter what level of government or entity they may represent. The City of Wylie has incorporated NIMS training for all city employees which is beneficial during an Emergency Operations Center (EOC) activation as it enables first responders

to conduct field operations necessary for life preservation. We also have volunteer groups such as the Community Emergency Response Team (CERT) and Citizens on Patrol Academy (CPA) trained to assist at basic levels during times of crisis.

Emergency Management includes working not only with citizens, but schools, daycares, businesses, those with special needs, hazard materials facilities and many more. We count on and work in conjunction with these groups and citizens to be prepared in times of an emergency. Part of public outreach is letting citizens know that they must do their part to be prepared by getting a 72-hour kit together, making a family plan, planning for pets, planning for those with special needs, obtaining a weather radio and other means to receive emergency information. We must work together as a community to be prepared and respond to any disaster that may affect the City of Wylie and its citizens.



**The following are examples of items to gather for your 72-hour kit:**

Water, food, flashlight, battery powered radio (weather radio), extra batteries, first aid kit, medications, sanitation and personal hygiene items, copies of personal documents (drivers license, passport, birth certificate, insurance policies, etc.), cell phone with charger, family and emergency contact information, and extra cash.

**Don't forget specialty items such as the following:**

Medical supplies (hearing aids with extra batteries, glasses, contact lenses, syringes, baby supplies (bottles, formula, diapers, baby food, wipes), games for children, pet supplies (leash, collar, ID tag, food, carrier, bowls, shot records), extra car and house keys, and manual can opener.

These items may not be all inclusive of the items your family may need.

**Every citizen of Wylie has the responsibility to monitor threatening situations.**

## EMERGENCY MANAGEMENT / PUBLIC WARNINGS

There is a shared responsibility between the City of Wylie Emergency Management Team and the citizens of Wylie to be prepared for adverse hazards, particularly tornadoes. When severe weather is in the area, citizens should monitor conditions, have their 72 hour kit ready, and be prepared to take shelter immediately if a tornado warning is issued. Severe weather is the biggest hazard to our community. The City of Wylie Emergency Management Team utilizes several methods to get the most accurate information to the public in a quick and efficient manner including, but not limited to, the following:

**SkyWarn:** Volunteers of SkyWarn are part of the National Weather Service (NWS) program of trained volunteer severe weather spotters. SkyWarn volunteers support their local community and government by providing the NWS with timely and accurate severe weather reports. These reports, when integrated with modern NWS technology, are used to inform communities of the proper actions to take as severe weather threatens. Currently, Wylie SkyWarn has a communications position in our 9-1-1 center, giving direct severe weather observations to our public safety personnel, enabling earlier warnings. These volunteers comprise one of the reserve divisions of WFR.



**Sirens:** Outdoor warning sirens are just one method used to notify citizens of an imminent situation, usually a tornado. Sirens are positioned throughout the City of Wylie to provide adequate warning to those who are outdoors and are basically a preliminary source of information. When people are outside and hear the sirens, they should go indoors and seek further information on the weather conditions through the news media, and prepare to take shelter immediately.

**Nixle:** This service will send a text, email, or both to notify citizens of severe weather in the Wylie area. It only takes a few minutes to register and you can select the types of alerts you would like to receive. Aside from weather, traffic alerts and community event alerts can be received. Sign up at [www.nixle.com](http://www.nixle.com). We also encourage citizens to purchase a NOAA weather radio. These radios broadcast continuous weather information and can be programmed specifically for the Wylie area via SAME technology. These radios have battery backup which is crucial if a power outage occurs. They continually broadcast watches, warnings, and other hazardous information to keep citizens aware of what dangers may be heading toward Wylie.

# Water Rescue: Lake Lavon & Urban Flooding

## The Lake:

WFR services one of the most popular lakes in Collin County. Lake Lavon covers 21,000 acres and receives about 1.6 million visitors per year. We provide services, from medical emergencies, drowning's, to stranded boaters who are endangered. WFR utilizes there boat, Marine 143, for responding to the lake.

In 2007, WFR Swift Water Teams rescued over 35 people from the flood waters in Gainesville



## The Swift Water Team:

Wylie's Swift Water Rescue Team responds regionally. The unique Hovercraft and Zodiac boat that are part of the teams equipment are extremely suited for urban flooding.



# Wylie Dive Rescue Team

The goal of water rescue is to save lives, but because of the many factors involved in water accidents – time in or under the water, temperature of the water, age and health of the victim, traumatic injury, technical difficulty of the rescue operation – sometimes saving a life is not possible. However, providing friends and family of a water accident victim with the body of their loved one can also be a public service. One of the most traumatic and emotional aspects of a drowning is how quickly it happens. One minute a healthy, vital, often times young individual is actively engaging in some type of water-borne activity. The next minute, they disappear from sight. To endure this kind of loss would be very painful, indeed. To suffer this kind of loss without ever knowing for sure what happened to your friend or loved one would be even more unbearable.



Lake Lavon is the dive team primary emergency response area, it is a 33 Square mile and up to 38 feet deep. It has five swimming areas, 19 boat ramps and is used recreationally by four million visitors every year. The WFR Dive Team assists other neighboring agencies, as well.



For the Dive Team members to safely perform underwater, they must spend many hours becoming initially certified as an open water diver. Once certified to dive, members must maintain there skills by participating in training, a yearly swim test, and participate in mock exercises.



*The dive team's mission is the rescue or recovery of people or property involved in water related accidents.*

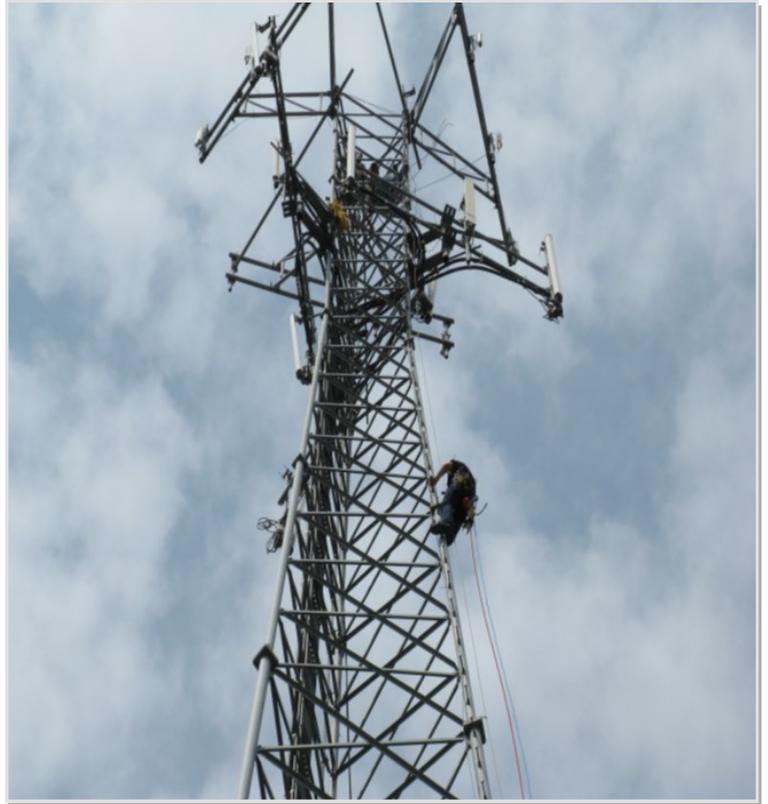




## ROPE RESCUE

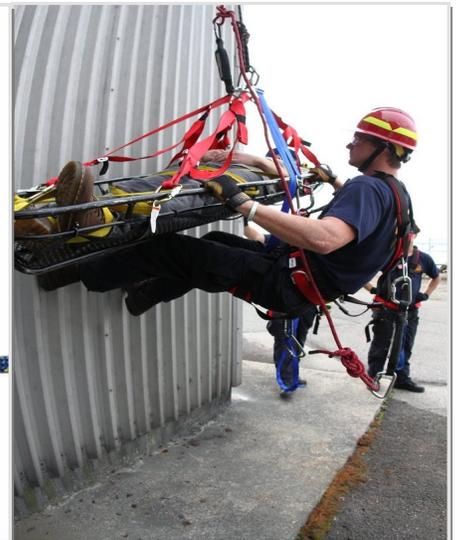
There are many potential rescue situations in the city of Wylie, and surrounding areas, in which rope rescue may need to be utilized. Radio towers and high voltage towers in excess of 200' as well as containment troughs as deep as 30' at the North Texas Municipal Water District to name a few.

Wylie Fire Rescue provides yearly technician and operations training to its personnel to ensure continuity and competency when the need for rope rescue arises.



Ropes play a vital role in the fire service. From hoisting tools to lowering victims, ropes are as an important tool to firefighters as axes and ladders.

The Wylie Fire Rope Rescue Team is comprised of seven members that are trained to the technician level with a combined experience of 31 years. All rope rescue equipment is housed at station 3 on our squad truck.



# HAZARDOUS MATERIALS

In order to protect the City of Wylie, Wylie Fire Rescue staffs and maintains a Hazardous Material Response Team.



## Why Does Wylie Need a Hazardous Materials Response Team, better known as a HazMat Team?

Hazardous Materials are becoming more and more common. Every day new research is determining that common chemicals that were believed safe are in fact dangerous.

The City of Wylie has the potential for a major incident. Wylie boasts a diverse business base, including the North Texas Municipal Water District. The KCS Rail Switching yard with its new intermodal facility is going to increase the traffic of highway cargo to over 1000 trips a day in the city. Wylie also has large businesses within its city limits that hold large amounts of hazardous materials.

## What role does the fire department and the HazMat team take in case of an incident?

Effect any rescues, and isolate the substance to prevent anyone else from becoming contaminated. Provide medical attention to those involved. Determine what it is being released and where it is going. Determine the severity and try to stop the release of any additional hazardous materials.

Work with the responsible party/spiller to bring in a contractor that specializes in cleaning up the released product, ultimately protecting our environment.

## Who is on the HazMat Team?

All members of Wylie Fire Rescue. Sixteen members of Wylie Fire Rescue have gone on to take additional training and are certified as Hazardous Material Response Technicians. These individuals have special training in response, and dealing with hazardous material response. In addition to be trained as Technicians some Techs have gone on to take advanced classes in various aspects of the Haz-Mat discipline.

All of the City of Wylie's firefighters are certified to operations level hazardous material responders.

## What Equipment do we have?

Each fire truck is outfitted to handle minor common hazardous material releases; the equipment they carry includes four gas meters, thermal imagers and research materials.

If needed, Wylie Fire Rescue also maintains a special response trailer which was purchased with funds that were made available through a grant. The trailer carries specialized detection, decontamination and protective clothing on the

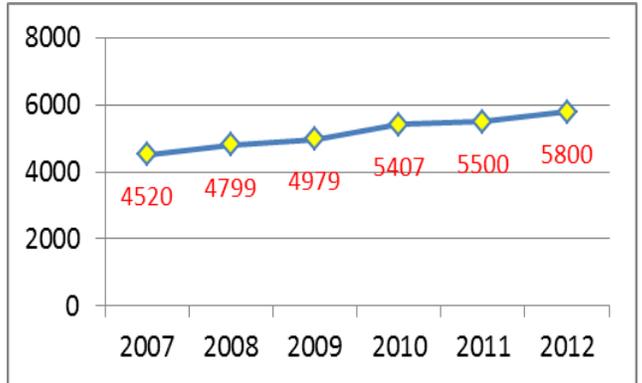




# LAFS PROGRAM



WISD Student Population Taught:



Just for LAFS is a Peer-to-Peer organization that teaches using educational characterization. Wylie Fire Rescue has been an active member since 2001, and networks with other members from across the United States to continually improve our fire prevention shows each year. Educational characterization uses clowns, puppetry, characters, music and activity to teach and reinforce the concepts taught, thereby using a multi-media approach to teaching. The team builds their own props, back drops and develops the skit for the fire prevention shows on their own. The team gives a pre and post-test each year to gauge how well the program is reaching the children.

The Life and Fire Safety team teaches the NFPA theme each year which has included:

- ◆ Get out stay out
- ◆ Learn not to burn
- ◆ Exit Drills in the home
- ◆ Have two ways out

**Goal: Every student that goes through WISD elementary is taught fire safety and we hope they will take home the information and on into adulthood.**

The Life and Fire Safety Educators go to the Wylie Independent School District elementary schools each year where they teach the children that years NFPA safety theme.

## LAFS - LEARNING ABOUT FIRE SAFETY



## YOUTH FIRE SETTER and INTERVENTION

Wylie Fire Rescue started the Youth Fire Setter Program in 2011. This program is an extension of the yearly fire prevention week activities in which the children of Wylie ISD are taught life and fire safety at the schools. This program was initiated on a state level to assist in the establishment of community-based juvenile fire awareness and intervention programs, now more accurately called youth fire prevention and intervention programs. Wylie Fire Rescue has taken the model that was developed by other professionals in existing youth fire setting programs and adapted it to fit the Wylie community. The youth in the City of Wylie, ages 3-18 years of age are accepted into the program. The Wylie Fire Rescue Youth Fire Setter Program teaches the youth:

- Dangers of playing with fire.
- Penalties for the damage caused by a fire they set.
- Fire prevention activities.
- How to teach other youth about fire play.
- Reform, rather than getting lost in the court system.



The Wylie Fire Rescue Youth Fire Setter program is built around family involvement and we feel that having the other family members included is a way to make an entire household safe.

*Youth are often referred to this program as a result of a fire or their family's observations.*





## BOY SCOUTS OF AMERICA /EXPLORER POST 30

Explorers are a group of young men and women who have an interest in the fire-rescue profession. Explorers experience similar training, duties and actual situations that City of Wylie firefighters handle on a daily basis. These kids have the opportunity to ride out with WFR fire companies, on a regular basis, after they have completed specified training. The Explorers give the firefighters an opportunity to mentor the young men and women of our community along with helping to get troubled kids on the right track and out of trouble.



Post 30 at the Explorer Games

Explorers typically meet bi-weekly on Saturdays at Wylie Fire Station One, located at 1401 S. Ballard in Wylie. Meetings are conducted in a business-like manner with agenda items including new/old business, planning community projects and instruction/training sessions. Meetings typically begin at 9:00 a.m. and last until approximately 12:00 p.m. Meetings are held on the first and third Saturdays of the

month, but the schedule is subject to change, due to city needs. Fire department personnel offer Explorers training in:

- ◆ Fire suppression
- ◆ Equipment use and apparatus safety
- ◆ Emergency scene safety
- ◆ First aid (first responder)
- ◆ CPR certification

Fire prevention, public education and safety demonstrations are also a valuable part of the community service offered by members of Explorer Post 30. The Wylie Explorer post is a member of the Boy Scouts of America, Circle 10 Council.



Contact Captain Ray Jackson 972-429-0771;  
 Email: [Ray.jackson@wylitetexas.gov](mailto:Ray.jackson@wylitetexas.gov) for more  
 information about joining Explorer Post 30.

# Collin County Task Force

In 2009, the Collin County Fire Chiefs established the Collin County Task Force. This was the first effort amongst the Chiefs in Collin County to organize a coordinated response of local assets to local and state-wide disasters. This effort which is centrally coordinated by the Frisco Fire Department has developed into a model for other counties as units are selected to minimize the impact of reduced local assets. When a disaster of any type hits in the state, units can be quickly organized and deployed in a matter of hours from Collin County.



In 2011, Wylie Fire Rescue was deployed several times as part of a wild land strike team to assist with the 2011 wildfire outbreak in the State of Texas. Twenty-four members attended class and obtained certification as wild land firefighters. Many times, Wylie officers served as the strike team leaders for these strike teams. Below is a summary of Wylie's involvement in the 2011 Texas Wildfire outbreak. All costs are reimbursable by the State.

## Wild Land Deployments 2011

Amarillo-February 2011- 2 Days- 55 hrs.- 2 people. 97 staff hrs.  
Midland-March 2011- 3 days- 63 hrs.- 4 people. 210 staff hrs.  
Camp Bowie-April 2011- 13 Days- 774 hrs.- 6 people. 1079 staff hrs.  
Comstock- May 2011-8 Days- 472 hrs.- 4 people. 732 staff hrs.  
Magnolia- September 2011-10 Days- 291 hrs.- 4 people. 565 staff hrs.

**Totals- 36 Days- 2,683 staff hours**





## ADMINISTRATION

The fire department administrative division provides the general overall support for operations, communication / support, training and safety, and risk reduction. Responsibilities within the administration division include:

- Personnel
- Recruitment
- Leadership/management
- Fire/rescue operations
- Community Risk Reduction
- Public Safety
- Communications (PSC)
- Emergency management

Continuous improvement through benchmarking:

- Quality management
- Quality assurance
- Budget management
- Strategic planning
- Policy development & review
- Research & development

The current staffing includes one fire chief, one administrative chief, the fire marshal, the PSC supervisor, one emergency manager, and one administrative support supervisor.

Wylie Fire-Rescue is comprised of an outstanding group of individuals. It is important that an adequate number of personnel be in place to support the efforts of a department currently containing 85% of its members in "line" positions. The department has been very successful in recruiting career-oriented personnel in all



positions. Additionally, it is critical that staff positions be budgeted to address the numerous administrative needs and functions of the organization.

Wylie Fire Rescue is currently behind in administrative staff positions. Fire departments the size of Wylie typically have an assistant chief over administrative functions, and an assistant chief over operations. It is important to note here that due to the lack of administrative help, the duties of the administration of the department carry over into operations. The three certified officers assigned to administration have operational call-back, response, safety, and command/overhead responsibilities.

Future staffing will include four division chiefs rather than an assistant chief (a position given up during the recent budget crunch). This will remove a layer of management for efficiency, and keep administration closer to the rank and file that actually save lives and property. These four positions are now held by battalion chief/shift commanders and the fire marshal.

Support positions will need to be added as activity grows. Future staff positions will support reception, permitting, direct monitoring, and records.

## THE ISO PUBLIC PROTECTION CLASSIFICATION (PPC) PROGRAM

ISO's PPC Program evaluates communities according to a uniform set of criteria defined in the Fire Suppression Rating Schedule (FSRS). This criteria incorporates nationally recognized standards developed by the National Fire Protection Association and the American Water Works Association.

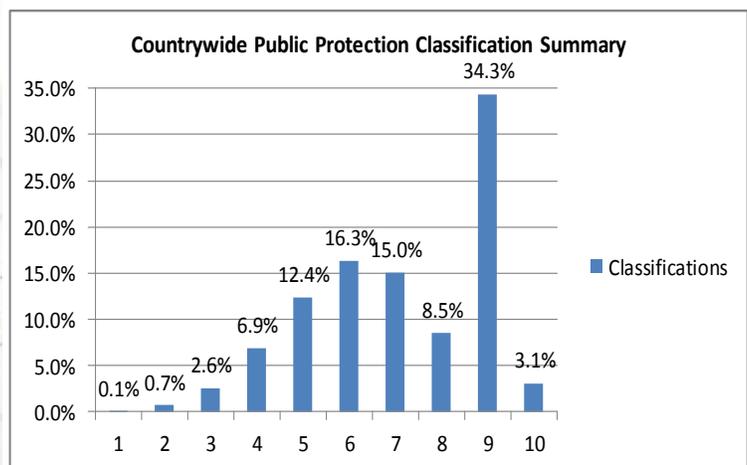


Using the FSRS, ISO objectively reviews the fire suppression capabilities of a community and assigns a Public Protection Classification—a number from one to ten. Class 1 represents exemplary fire protection, and Class 10 indicates that the area's fire suppression program does not meet minimum recognition criteria.

The FSRS allocates credit by evaluating the following three major features:

- Fire alarm and communication system. This review accounts for 10% of the total classification which centers upon a community's facilities and support for handling and dispatching fire alarms.
- Fire department. This review accounts for 50% of the total classification which focuses upon items such as engine companies, ladder or service companies, distribution of fire stations and fire companies, equipment carried on apparatus, pumping capacity, reserve apparatus, department manning, and training.
- Water supply system. This review accounts for 40% of the total classification highlighting the water supply a community uses for fire suppression, including hydrant size, type, and installation, as well as, the inspection frequency and condition of fire hydrants.

When ISO develops a single classification for a community, all of the community's properties receive that classification. In many communities, ISO develops a split classification (for example, 5/9). Generally, the first class, (Class 5 in the example) applies to properties within a defined distance (5-road miles in most states) of a fire station and within 1,000 feet of a fire hydrant. The second class (Class 9 in the example) applies to properties beyond 1,000 feet of a hydrant but within the defined distance of a fire station. ISO generally assigns Class 10 to properties beyond the defined distance.



THE CITY OF WYLIE'S ISO RATING



**Texas Department of Insurance  
State Fire Marshal's Office**

Mail Code 112-FM, 333 Guadalupe • P.O. Box 149221, Austin, Texas 78714-9104  
512-305-7900 telephone • 512-305-7359 fax • [www.tdi.texas.gov](http://www.tdi.texas.gov)

April 11, 2013

Mr. Randy Corbin  
Fire Chief of Wylie  
300 Country Club Road  
Wylie, Texas 75098

**Place Code: Collin: 08596 Dallas: 11390 Rockwall: 39796**

Dear Mr. Corbin:

Insurance Services Office (ISO) has submitted a recommendation concerning your community's Public Protection Classification (PPC). Currently, the Community's Public Protection Classification rating is a Class 1.

**Insurance Services Office is recommending the classification be changed to a Class 1, with an effective date of 09/01/2013.** The recommendation is based on a review of your community performed on 11/02/2012 and does include application of the Texas Addendum.

With a single class rating of 1, all class-rated properties will use **Class 1**.

Public Protection Classifications range from 1 (best) to 10 (worst).

We have reviewed the information provided and believe it is sufficient to grant approval. Enclosed is a PPC Submittal sheet indicating the point totals for the major areas associated with the review. The Insurance Services Office will be notified of our approval of their recommendation and the 09/01/2013 effective date.

If you have any questions regarding this change, I may be reached at the address indicated above or by telephone at (512) 305-7941.

***Please make sure all community officials and residents within your district are notified of the new Public Protection Classification rating for your community, and the effective date.***

Sincerely,

Jesse James Williams  
Deputy State Fire Marshal  
PPC Oversight Officer

Texas Department of Insurance  
Approved by

APR 11 2013

**State Fire Marshal**

Email: [jesse.williams@tdi.texas.gov](mailto:jesse.williams@tdi.texas.gov)

THE OUTSIDE PROTECTED AREA ISO RATING



**Texas Department of Insurance  
State Fire Marshal's Office**

Mail Code 112-FM, 333 Guadalupe • P.O. Box 149221, Austin, Texas 78714-9104  
512-305-7900 telephone • 512-305-7359 fax • [www.tdi.texas.gov](http://www.tdi.texas.gov)

April 11, 2013

Mr. Randy Corbin  
Fire Chief of Wylie OPA  
300 Country Club Road  
Wylie, Texas 75098

Place Code: Collin: 08597 Dallas: 11397 Rockwall: 39797

Dear Mr. Corbin:

Insurance Services Office (ISO) has submitted a recommendation that extends your fire department response to an area outside the city limits. This area is considered an Outside Protected Area (OPA) and is limited to the area indicated on the map which accompanied the request. Please note this does not apply to the area within the city limits or the area covered by the Public Protection Classification (PPC). Currently, the area outlined in the OPA is a Class 1/9.

**Insurance Services Office is recommending the Public Protection Classification for the OPA be changed to a split Class 1/9 with an effective date of 09/01/2013.** The recommendation is based on a review of your community performed on 11/02/2012 and does include application of the Texas Addendum.

With a split **Class 1/9**, all class-rated properties located within 1000 feet of a fire hydrant or water supply suction point and within 5 miles of a fire station will use **Class 1**. All class-rated properties located farther than 1000 feet of a fire hydrant or water supply suction point and within 5 miles of a fire station will use **Class 9**.

Public Protection Classifications range from 1 (best) to 10 (worst).

We have reviewed the information provided and believe it is sufficient to grant approval. Enclosed is a PPC Submittal sheet indicating the point totals for the major areas associated with the review. The Insurance Services Office will be notified of our approval of their recommendation and the 09/01/2013 effective date.

If you have any questions regarding this change, I may be reached at the address indicated above or by telephone at (512) 305-7941.

***Please make sure all community officials and residents within your district are notified of the new Public Protection Classification rating for your community, and the effective date.***

Sincerely,

A handwritten signature in blue ink that reads "Jesse Williams".

Jesse James Williams  
Deputy State Fire Marshal  
PPC Oversight Officer

Texas Department of Insurance  
Approved by

A handwritten signature in black ink that reads "Ohio Cowley".

APR 11 2013

**State Fire Marshal**

Email: [jesse.williams@tdi.texas.gov](mailto:jesse.williams@tdi.texas.gov)